
Number: CSB-150821-1

Released: 21st August 2015

Subject: Problems Activating FortiTokenMobile 3.0.3 with iOS

Product: FortiTokenMobile

Description:

Customers with iOS devices may encounter problems activating FortiTokenMobile 3.0.3 (build 066). Resulting error: JSON Error: Invalid "mobile_id_hash"

Potentially Affected Products:

iOS devices using FortiTokenMobile 3.0.3

Remedy:

FortiTokenMobile 3.0.3 has been removed from Apple's App store until the next version becomes available.

FortiTokenMobile 3.0.4 has been submitted to the App store. It will become available once the Apple review process is complete. Although this review process usually takes up to 1 week, an expedited review has been requested.

Technical Support Contact Information: http://www.fortinet.com/support/contact_support.html

Fortinet technical support home page: <https://support.fortinet.com>

All rights reserved. Fortinet®, FortiGate®, and FortiGuard®, are registered trademarks of Fortinet, Inc., and other Fortinet names herein may also be trademarks of Fortinet. All other product or company names may be trademarks of their respective owners. Statements contained herein were attained in internal lab tests under ideal conditions, and performance may vary; network variables, different network environments and other conditions may affect performance results. Nothing herein represents any binding commitment or admission of fault by Fortinet, and Fortinet disclaims all representations and warranties, whether express or implied, except to the extent Fortinet enters a binding written contract, signed by Fortinet's General Counsel, with an express representation or warranty included therein. All Fortinet end-customers are bound by the terms of Fortinet's current End User License Agreement. The information in this Customer Support Bulletin is provided for remedial purposes and is designed to assist customers in corrective action that may be helpful to the customer.